

## Greetings

And thank you for your input. We in City government like to think of ourselves as servants of the people of Lafayette. Much like a business, we are the employees of the company and you are our valued customers. And like any progressive business, the City likes to monitor how well we are doing in meeting our customers' expectations for good service.



Please take a few minutes now and complete this survey. Drop it

into the Citizen's Survey box located in the department you are visiting, or place postage on it and mail to me.

We welcome your comments (positive or negative) and are eager to hear your suggestions about how we may serve you better.

Sincerely,

## Dave Heath

Mayor

City Hall 20 North Sixth Street Lafayette, IN 47901-1412 Phone: (765) 476-4501 Fax: (765) 476-4507

24-Hour Hot Line: (765) 476-4455 E-mail: dheath@city.lafayette.in.us

## City of Lafayette, Indiana — Citizen Satisfaction Survey

Instructions: Rate the following aspects of contact with the City from 1 to 10 with 1 being very poor and 10 being excellent. Circle your response.

Department visited:

Date of visit: \_\_

| Professionalism Was the person(s) you talked with professional in appearance and attitude Poor Excellent 1 2 3 4 5 6 7 8 9 10  Politeness Was the person(s) you talked with pleasant and respectful of you?  Poor Excellent 1 2 3 4 5 6 7 8 9 10  Resolution of Your Problem Did we solve your problem, provide the service you came for, or answer your questions to your satisfaction?  Poor Excellent 1 2 3 4 5 6 7 8 9 10  Overall Experience Overall, how would you rate today's encounter with your City governme Poor Excellent         | <b>Promp</b><br>Did we<br>and res                      | ackr   | owle   | dge y  | our j                           | prese                  |                        | when                                      | you came into the office  |       |
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